

How much rent is payable?

We charge the amount allowed by the NDIA, which is currently **\$493.78** each fortnight.

Will the rent be increased?

Vera Living may increase the rent if the amount we are allowed to charge increases. We will let you know before we increase the rent. Your agreement provides the exact amount of notice we will give you under the heading 'rent increases'.

How does Vera Living claim my SDA funding?

Vera Living claims your SDA funding directly from the NDIA after you have moved into the property. We will only reach out to you (or your support coordinator) if we need more information or if your NDIS Plan needs to be updated to reflect changes in SDA prices.

What furniture does Vera Living provide?

Your Tenant Support Specialist can fill you in on what comes with your specific property.

Can I have a pet in the property?

You can keep a pet in the property with our consent. To make an application, ask your Tenant Support Specialist for our pet application form. You will need to provide details about your pet, including their species/breed, name and age.

We will only reject a pet application if we have reasonable grounds to do so – like if the property is unsuitable for your specific type of pet or the pet is likely to cause damage.

If your pet is allowed, you will be responsible for all costs associated with keeping your pet, including fumigation and cleaning at the end of your tenancy. Remember that damage caused by your pet is not considered fair wear and tear.

What is the notice period for moving out?

You can let us know you are moving out at any time by giving us 30 days' prior notice of your departure date.

If Vera Living asks you to leave, we will let you know at least 90 days ahead of time, unless we need to address a risk to you or others sooner. Read your agreement to find out when Vera Living may ask you to leave.

How do I get access to my rental ledger?

We will send you a rental ledger when you request one, to the email address provided to us during your move-in or another method that you prefer.

How do I make my rent payments?

When you fill in your agreement you can choose to pay by Direct Debit or Centrepay (if you receive Centrelink payments).

Let your Tenant Support Specialist know if you would like to change how you pay.

In addition to the rent, what other costs are tenants expected to pay?

You may need to pay for electricity, water and other utilities you use. Which utilities you pay for will depend on which property you move into. Ask your Tenant Support Specialist which utilities you will need to pay and how to pay for them.

You will also need to pay for any extras you would like installed in the property, such as a wall-mounted TV.

What should I do if urgent or emergency repairs are needed at the property?

You must notify us of all breakages, breakdowns and safety issues as soon as possible so we can rectify any issues.

If you or someone else is at immediate risk of harm, call **000**. If you are experiencing an **urgent** issue that makes the property unsafe or insecure or prevents you from using an essential service in the home, call **0491 947 235**. If the repair is not urgent, call or use the Vera Community app to log a maintenance request with your Tenant Support Specialist.

What rules and procedures do I need to follow in the property?

There is an evacuation plan available in each property.

You should study the evacuation plan and provide a copy to your support workers.

You are required to share with us and the SIL any personal evacuation plan that is particular to your needs.

There may be reasonable property rules (set by the owner or Vera Living) and house rules (agreed between you, the SIL provider and anyone else living in the home). You will be provided with a copy of any rules that apply to you and are invited to ask questions and seek clarification.

You are also invited to share your suggestions and provide feedback regarding health and safety matters via the Vera Community app or contacting your Tenant Support Specialist.

How much is the bond?

Vera Living does not take a bond from tenants. You will need to pay for the cost of repairs if you damage the property.

What happens if my goods are damaged, such as if there's a fire?

The building you live in is fully insured. The insurance does not cover anything you bring with you to the property or anything you have installed after you move in. It is a good idea to get your own contents insurance for fire, theft, and anything else which could affect the things you own.

Who pays for gardening?

Unless otherwise agreed, Vera Living will make sure the lawn and garden around your home is looked after—if your home has a lawn or a garden. We also look after pest control and clear the gutters, if needed. Gardens for our apartments are looked after by the body corporate for the apartment.

Are there solar panels on every property?

Most of our houses and villas have solar panels. They are used to reduce the electricity costs for the property in which they are installed.

Solar panels are sometimes also installed by developers as part of apartment projects we are involved in. However, in some apartments, solar panels may be used to reduce other costs and do not affect tenants' utility bills. You can ask your Tenant Support Specialist about solar panels if you are moving into one of our apartments.

An 'owner' has signed my agreement. Who is that?

Vera Living properties, like most SDA properties around the country, are owned by a property owner. They have agreed to invest in a property to be used as an SDA home for a long period of time. Vera Living has been appointed by the owner to manage everything to do with maintaining your home and tenancy.

What happens when the agreement expires?

The agreement has a fixed term; you can see what this is on the first page of your agreement. After the fixed term, the agreement will automatically renew for the same amount of time unless you or Vera Living choose to change or end it. Vera Living will not end your agreement except in rare circumstances. Read your agreement to see the circumstances in which your agreement may end.

Who will supply my SIL/support services in the property?

Vera Living is the landlord supplying you with a high quality, well-equipped home to live in. Vera Living does not provide or choose SIL/support services for you.

Depending on the type of property, there may be a resident SIL or concierge service that you can utilise. However, you have choice and control over who provides you with SIL/support services in the property. Your tenancy (right to live in the property) is not dependent on you using any particular SIL provider, although there may be practical benefits to using shared SIL services and for some properties you and your housemates will need to agree to use the same SIL provider for funding reasons. Please talk to your Tenant Support Specialist about your preferred SIL provider and how this will work in practice.